

**State Facility Advocate
Contact Information**

Black Mountain Center
(828) 669-3175

Caswell Center
(252) 208-3791

Murdoch Center
(919) 575-1030

O'Berry Center
(919) 581-4262

J. Iverson Riddle Developmental Center
(828) 433-2656

Broughton Hospital
(828) 433-2100

Cherry Hospital
(919) 731-3514

Dorothea Dix Hospital
(919) 733-8410

John Umstead Hospital
(919) 575-7485

NC Special Care Center
(252) 399-2112 ext. 378

Whitaker School
(919) 575-7086

Wright School
(919) 560-5790

**J.F. Keith Alcohol and
Drug Abuse Treatment Center**
(828) 669-3402

**Walter B. Jones Alcohol and
Drug Abuse Treatment Center**
(252) 830-3426

**R.J. Blackley Alcohol and
Drug Abuse Treatment Center**
(919) 575-7485

All The Ways to Reach Us

Call us at:

(919) 715-3197
Mon-Fri. (8am-5pm)
(919) 715-1968 (TTY)

Write us at:

Advocacy and Customer Service Section
DMH/DD/SAS
3009 Mail Service Center
Raleigh, North Carolina 27699-3009

Email Us at:

dmh.advocacy@ncmail.net

Visit our website:

[www.dhhs.state.nc.us/mhddsas/
consumeradvocacy](http://www.dhhs.state.nc.us/mhddsas/consumeradvocacy)

Toll-Free DHHS CARE-LINE

1-800-662-7030 (Voice/Spanish)
1-877-452-2514 (TTY)



State of North Carolina Michael F. Easley, Governor
Department of Health and Human Services
Carmen Hooker Odom, Secretary
Division of Mental Health, Developmental Disabilities
and Substance Abuse Services
Michael Moseley, Director

<http://www.dhhs.state.nc.us/mhddsas/>

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NC Division of Mental
Health, Developmental
Disabilities and Substance
Abuse Services

**Advocacy &
Customer
Services**

*People
Working
Together*



What is Advocacy and Customer Services?

Quite simply, we are your voice and champion within the Mental Health, Developmental Disabilities and Substance Abuse Services (MH/DD/SAS) system. We are there to help you and your family members when you have a problem or need help.

No one likes feeling lost. When a family member is being served in a community-based MH/DD/SAS program or in one of the state's psychiatric hospitals, developmental centers, alcohol and drug abuse treatment centers, special schools or care center, you may still feel lost or overwhelmed as you try to figure out your place in the treatment process. You may have a question, a concern or you may need more information about your loved one's care. You may even have a complaint but don't know where and how to make it.

You need to know that specialized individual attention is available and as close as a phone call through the State's Advocacy and Customer Service Section.

Our Mission

The Advocacy and Customer Service Section is dedicated to creating a community environment where people with disabilities are valued and treated with dignity – a community where stigma, accompanying attitudes, discrimination and other barriers to recovery are eliminated.

Advocacy and Customer Service was created to ensure that people with disabilities are adequately represented in all levels of the community and State's MH/DD/SAS reform efforts. We are here to ensure that the rights of our clients are protected whether they are being served in a state facility or in a community-based program.

We are focused on developing, maintaining and advancing relationships with consumer, family and advocacy organizations. We are your voice and we answer only to the Director of the Division of Mental Health, Developmental Disabilities and Substance Abuse Services and the Secretary of the Department of Health and Human Services.

You will be heard.

People Working Together

Three Teams

Advocacy and Customer Service has three teams of specialized professionals to help consumers, families, guardians and advocates find their way through the MH/DD/SAS system. If you have a problem or concern, contact the team that best meets your needs:

1. Customer Service and Community Rights Team

– if you need information or believe our services and supports are not meeting your or family member's needs, call Mon-Fri, 8 a.m.-5 p.m.:

Main Office	919-715-3197
TTY	919-715-1968
DHHS CARE-LINE	1-800-662-7030
	(Voice/Spanish)
	1-877-452-2514 (TTY)

2. Consumer Empowerment Team

– created to support the Consumer and Family Advisory Committees (CFACs). These groups give consumers and families a voice in MH/DD/SAS policies that affect services. Only consumers or families members are eligible to serve. To get involved in a local CFAC, contact your local program, commonly called a local management entity (LME). A list of LMEs is available, call us at (919) 715-3197, or visit our website: <http://www.dhhs.state.nc.us/mhddsas/dirbox.htm>.

3. State Facilities Advocates Team – are our clients' voice within our state-operated facilities. They are there to make sure that consumers in state facilities are safe and treated with respect. If you have a concern about how someone is being treated, call one of the numbers on the back panel and ask to speak to the professional advocate on duty.